

Privacy

Mr Milne and his practice (**we**) take your privacy seriously.

We understand that your information is sensitive and that you expect us to safeguard your information.

The purpose of this policy is to explain the following:

- How we keep your personal information private;
- What information we collect about you;
- How we use your information, including who we may share your information with.

How we keep your personal information private

We comply with relevant legislation which requires us to keep your information confidential and secure.

This legislation includes state health records legislation and federal privacy law.

We store information about you electronically, and we keep that information indefinitely. All hard-copy records you give to us, for example your doctor's referral are scanned into our system. The hard-copy record is then securely destroyed by a reputable document destruction company. We only destroy records in accordance with applicable law.

All electronic records are kept on password-protected systems that can only be accessed by authorised individuals.

We use the latest technologies to defend against cyberattack and engage IT professionals to ensure our systems are up-to-date.

All staff are trained to secure all personal information and to guard against loss, misuse or alteration of the information under our control.

In accordance with our privacy obligations, we will notify you and the Office of the Australian Information Commissioner if a serious data breach occurs in relation to your information.

Information that we collect about you

We only collect information necessary for us to provide services to you.

Wherever possible, we will collect information directly from you, but we may also collect information from third parties, for example from your referring doctor.

If you do not provide us with information we request:

- we may not be able to provide you with services;
- the services we provide may not be suitable for you; or
- you may incur higher out-of-pocket costs.

You should let us know if your information changes. For example, you should let us know if your contact details, or your doctor's details change.

For example, we will collect information when you:

- make a booking to see Mr. Milne;
- book into hospital;
- provide verbal or written information to us directly;
- access our website and accept cookies;
- pay for services by credit card, debit card or cheque.

We may also access test results relevant to your care, for example pathology and radiology results.

The types of information we collect includes:

- your personal details;
- health information about you and your family;
- credit card details;
- health fund information; and
- DVA, Centrelink or other government benefit information.

How we use your information

We use the information we collect about you to provide you with health care and advice. This use includes;

- contacting your doctor about results or providing other relevant information;
- contacting external service providers to arrange services for you;
- contacting your next of kin if we need to update them about your care (and you have agreed to this contact);
- assisting you in claiming benefits from Medicare, DVA or your health fund.

Your data may be given to quality assurance bodies such as the Royal Australasian College of Surgeons.

Information may also be used for internal quality assurance and training.

De-identified information may be used for:

- external training purposes;
- presentations at national or international scientific meetings.

We may give your information to third parties if we are required to do so by law (for example under a subpoena).

We will not send your data overseas. All electronic records are stored in Australia on secure servers.

Employee records

All personal information regarding employees, contractors and job applicants is securely stored in accordance with applicable law. These records are stored electronically on secure password-encrypted systems.

Tax file number information is protected in accordance with law and is only used for taxation and superannuation purposes.

Only authorised individuals have access to the relevant systems and data.

Accessing your record

Under law, you have a right to seek access to, or correction of the records we hold about you. If you require information about access or correction, please contact Mr Milne's practice manager at:

manager@pymilne.com.au

or by calling 03 9509 9055

If your doctor requires clinical information from Mr Milne, please have your doctor contact Mr Milne directly.

Concerns about privacy

If you have any general or specific concerns about privacy, please raise the matter directly with Mr Milne. Alternatively, you can contact Mr Milne's practice manager on the details above.

If you still have concerns about your privacy you can contact:

- The Victorian Health Complaints Commissioner

<https://hcc.vic.gov.au>

- The Office of the Australian Information Commissioner

<https://www.oaic.gov.au>